

1-D1091B-10-0194 1-20443A-10-0194
1-0281B-10-0194 1-03555A-10-0194
1-04190A-10-0194 1-03902A-10-0194



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

ORIGINAL

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 93767

Date: 3/9/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Tom K

Wagner

Account Name: Tom K Wagner

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85018

is: Cellular

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

3/8/11

From: Tom Wagner

Sent: Tuesday, March 08, 2011 7:58 AM

To: Utilities Div - Mailbox

Subject: Qwest Merger

Arizona Corporation Commission

DOCKETED

MAR 11 2011

DOCKETED BY

I hope this gets sent to the appropriate individuals reviewing the Qwest merger.

My wife and I own property in Pinal County, Vinkelman, Az. This is our mailing address in the canyon. Our house, along with approx 50 + other properties are located in Aravaipa Canyon, and serviced by Qwest.

We have had our difficulties getting proper service by Qwest, due to being a small group and not important enough to be fully serviced. We have phone service, by a very old and much patched line that experiences common outages. The line is maxed out for phone numbers, and for years, the homeowners association has contacted Qwest to see about upgrades, a new line, getting internet access. The answer is we are too few to worry about, and they will not consider any upgrade of service. I understand with the last house is back in about 13 miles, it cost to install a new line is costly, but with new numbers, and providing internet access, additional fees can be charged.

I do give them credit, that when an outage occurs, they are out within a week to correct the problem, but there should be a way to upgrade service for us.

With the merger talk in the works, I would hope that as part of approval, that the two companies can commit to rural upgrades. Not leave us to remain in the mid 20th century.

Thanks

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Tom Wagner

Tom K. Wanner

Phoenix, Az 85018

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/9/2011

Opinion No. 2011 - 93767
